

## Transcript: Sara

**Marulanda-4729431346069504-5994305925627904**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Tye- TyeSheianna Heartwell. Hello, Ms. Heartwell. How may I help you? Um, I was calling to see, 'cause, um, I had to redo my, um, insurance information so they have to send me another card. But I need to go to the urgent care and I need, um, I guess, my, um, my insurance information or something that I can give them, my policy number. Let me check that for you. What is the agency that you are working with and the last four of your Social? TRC, and it's 1130. Okay. And just for security purposes, ma'am, can you please verify your address and date of birth? 515 Leewith Dr- Leewith Road, um, Suwanee, North Car- South Carolina 29160. And birthday, 4/24/1989. Email, 89tyehartwell@gmail.com? Yes, ma'am. Phone number's 403-3302? Yes, ma'am. Thank you very much, ma'am. Give me a chance, a minute, while I review this information, okay? Yes, ma'am. Okay. You made those changes on the 13th. And the changes were just to remove one of the children. Sorry, I'm waiting for the system to download. Okay, to remove, uh, a dependent and to add two other children, and you changed dental coverage for employee plus children. Um, on before it was- Yeah, I should have two children on there, yeah, and myself. Okay. And th- the, the changes were just under the dental coverage. Is that correct? It's supposed to have been- Yes. ... um, changes for dental and vision, not meda- medical too as well, supposed to be all three. Okay. We got... Right now, we've got... Wait. Okay. Still downloading, downloading. Okay. Right now, we got, um, group accident, critical illness, and behavioral health for employee only, and dental for employee plus child, um, term life employee plus child, vision employee plus child, and BIP Standard for employee plus child, as well as, um, MEC TeleRx. Those are employee plus child. The previous change- So I can't take my... I won't be able to take them to the doctor? They're not u- under for m- un- for the medical? Yes, because they, they have medical- Oh, they don't have it? Okay. That's what I was... ... term life, vision, and preventive care. Now- Okay. Yes, the coverage has been, uh, the medical has been the same all the time. The only changes were on dental. But they were saying they was gonna send me a new card with all their information on there and stuff like that, 'cause I guess we share one card. Let me check for the ID card. Give me chance, one minute, to see if there has been any changes on it. Because the ID card only is gon- is gonna say only employee plus child, but there is no names, uh, there. The names are on this person- Yeah, that's what they were... Yeah. That's why the other one didn't have, um, plus child on there, so they were supposed to send me- Oh, okay. ... employee plus the name. Ah, I got you now. Okay. One, two, one, two. Okay. I'm, I'm just waiting for the system to download the ID cards. I just wanna see if everything is correct now. I'm sorry. It's taking forever to download. That's fine. Yes, I got them now. Okay. May I put you on hold for a minute while I send you these ID cards, the new ID cards? Yes,

ma'am. Okay. I'll be right back with you, ma'am. Please don't disconnect the call. Yes, ma'am. Thank you. Hello, Ms. Harwell? Yes, ma'am. Thank you for waiting, ma'am. I have a question for you. Um, uh, you're going to the doctor right now, or the dental? I'm going to the doctor, the urgent care. Okay. So I'm sending you right now the, um, the dental ID card. The m- They... I mean, I'm sorry, the medical ID card. The dental has not been updated yet. I'm gonna contact, um, the main office and see for when is that going to be updated and I will be sending you that, uh, once it is available. But the one that you really need right now, which is the medical, I'm sending it right now. Okay. Okay, give me a minute. Yes, I don't know why they haven't changed it, or maybe it's just downloading on the system. I just sent you the medical ID card. Can you check your email for me, while we are on the phone, please? Okay. It hasn't came through yet. Okay. Um... Okay, I got the card and this is the medical and I just gotta show that to them? Okay. Yes, that's for, um, the medical. And I am- Okay. ... checking. Yes, ma'am. And who is the medical... Who is it through, like what is the actual company's name that it's through? The company's APL. You can see on there- Okay. ... the card, it says APL. Oh, oh, it is APL. Okay, yeah, I see it. Okay. Okay. All right, um, well, I'll show that to them and I appreciate it. And this is for- You're more than welcome, ma'am. ... the two kids and myself, correct? Yes, yes. Okay. The dependents included there are, uh, Jaylen and Cashian? Cashian, yes, ma'am. Yes. They're both. Okay, ma'am. Okay. So- Is there any other thing that I can help you with today? Um, no, ma'am. You said that the, um, medical card, I mean the dental card and stuff have to be, um- Yes. We're still waiting for it, but I'm going to send an email just to remind them. Okay. And see how long- Okay. ... is that going to take. Once I get it on the system- Yes, ma'am. ... I will be sending you that, and I will be giving you a call to let you know that the card's were sent. Yes, ma'am. Thank you. I appreciate it. You're more than welcome, ma'am. Other than that, ma'am, uh, do you have any other questions? No, ma'am. That's it. All righty. So thank you for calling Veneta TeleCards. Have a wonderful day, Ms. H. You too. You too. Thank you. All right. You're welcome. Bye-bye. B- Bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Tye- TyeSheianna Heartwell. Hello, Ms. Heartwell. How may I help you? Um, I was calling to see, 'cause, um, I had to redo my, um, insurance information so they have to send me another card. But I need to go to the urgent care and I need, um, I guess, my, um, my insurance information or something that I can give them, my policy number. Let me check that for you. What is the agency that you are working with and the last four of your Social? TRC, and it's 1130. Okay. And just for security purposes, ma'am, can you please verify your address and date of birth? 515 Leewith Dr- Leewith Road, um, Suwanee, North Car- South Carolina 29160. And birthday, 4/24/1989. Email, 89tyehartwell@gmail.com? Yes, ma'am. Phone number's 403-3302? Yes, ma'am. Thank you very much, ma'am. Give me a chance, a minute, while I review this information, okay? Yes, ma'am. Okay. You made those changes on the 13th. And the changes were just to remove one of the children. Sorry, I'm waiting for the system to download. Okay, to remove, uh, a dependent and to add two other children, and you changed dental coverage for employee plus children. Um, on before it was- Yeah, I

should have two children on there, yeah, and myself. Okay. And th- the, the changes were just under the dental coverage. Is that correct? It's supposed to have been- Yes. ... um, changes for dental and vision, not meda- medical too as well, supposed to been all three. Okay. We got... Right now, we've got... Wait. Okay. Still downloading, downloading. Okay. Right now, we got, um, group accident, critical illness, and behavioral health for employee only, and dental for employee plus child, um, term life employee plus child, vision employee plus child, and BIP Standard for employee plus child, as well as, um, MEC TeleRx. Those are employee plus child. The previous change- So I can't take my... I won't be able to take them to the doctor? They're not u- under for m- un- for the medical? Yes, because they, they have medical- Oh, they don't have it? Okay. That's what I was... ... term life, vision, and preventive care. Now- Okay. Yes, the coverage has been, uh, the medical has been the same all the time. The only changes were on dental. But they were saying they was gonna send me a new card with all their information on there and stuff like that, 'cause I guess we share one card. Let me check for the ID card. Give me chance, one minute, to see if there has been any changes on it. Because the ID card only is gon- is gonna say only employee plus child, but there is no names, uh, there. The names are on this person- Yeah, that's what they were... Yeah. That's why the other one didn't have, um, plus child on there, so they were supposed to send me- Oh, okay. ... employee plus the name. Ah, I got you now. Okay. One, two, one, two. Okay. I'm, I'm just waiting for the system to download the ID cards. I just wanna see if everything is correct now. I'm sorry. It's taking forever to download. That's fine. Yes, I got them now. Okay. May I put you on hold for a minute while I send you these ID cards, the new ID cards? Yes, ma'am. Okay. I'll be right back with you, ma'am. Please don't disconnect the call. Yes, ma'am. Thank you. Hello, Ms. Harwell? Yes, ma'am. Thank you for waiting, ma'am. I have a question for you. Um, uh, you're going to the doctor right now, or the dental? I'm going to the doctor, the urgent care. Okay. So I'm sending you right now the, um, the dental ID card. The m- They... I mean, I'm sorry, the medical ID card. The dental has not been updated yet. I'm gonna contact, um, the main office and see for when is that going to be updated and I will be sending you that, uh, once it is available. But the one that you really need right now, which is the medical, I'm sending it right now. Okay. Okay, give me a minute. Yes, I don't know why they haven't changed it, or maybe it's just downloading on the system. I just sent you the medical ID card. Can you check your email for me, while we are on the phone, please? Okay. It hasn't came through yet. Okay. Um... Okay, I got the card and this is the medical and I just gotta show that to them? Okay. Yes, that's for, um, the medical. And I am- Okay. ... checking. Yes, ma'am. And who is the medical... Who is it through, like what is the actual company's name that it's through? The company's APL. You can see on there- Okay. ... the card, it says APL. Oh, oh, it is APL. Okay, yeah, I see it. Okay. Okay. All right, um, well, I'll show that to them and I appreciate it. And this is for- You're more than welcome, ma'am. ... the two kids and myself, correct? Yes, yes. Okay. The dependents included there are, uh, Jaylen and Cashian? Cashian, yes, ma'am. Yes. They're both. Okay, ma'am. Okay. So- Is there any other thing that I can help you with today? Um, no, ma'am. You said that the, um, medical card, I mean the dental card and stuff have to be, um- Yes. We're still waiting for it, but I'm going to send an email just to remind them. Okay. And see how long- Okay. ... is that going to take. Once I get it on the system- Yes, ma'am. ... I will be sending you that, and I will be giving you a call to let you know that the card's were sent. Yes, ma'am. Thank you. I appreciate it. You're more than welcome, ma'am. Other than that, ma'am, uh, do you have any other questions?

No, ma'am. That's it. All righty. So thank you for calling Veneta TeleCards. Have a wonderful day, Ms. H. You too. You too. Thank you. All right. You're welcome. Bye-bye. B- Bye.